MTMC PERSONAL PROPERTY PILOT PROGRAM FOR THE APRIL 2000 MTMC ANNUAL TRAINING SYMPOSIUM

IT'S A QUALITY OF LIFE ISSUE

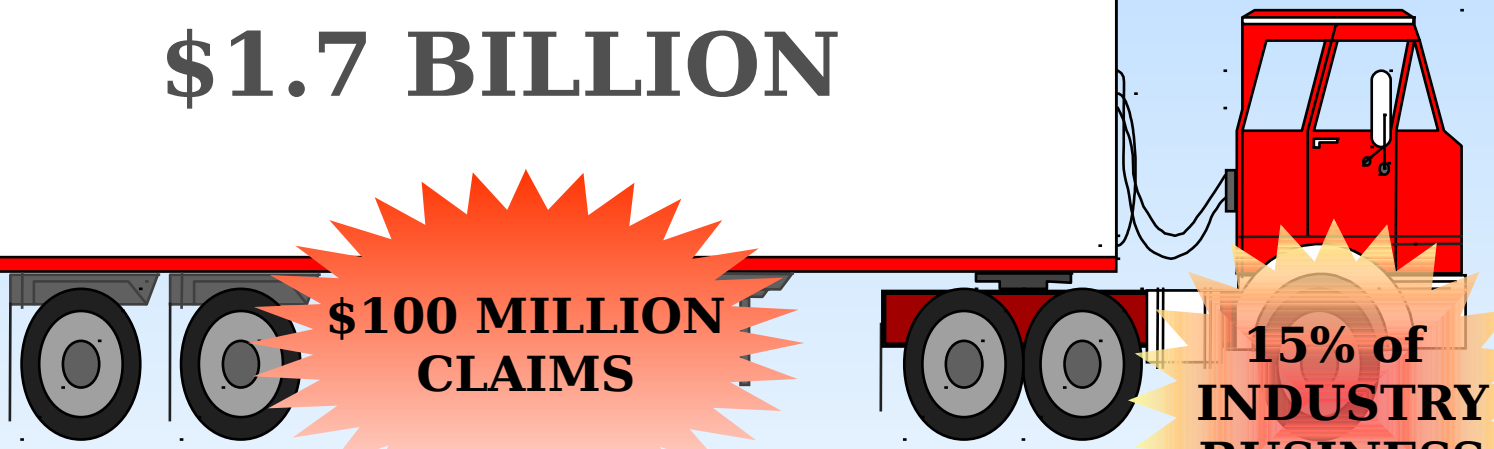
DOD HHG PROGRAM SCOPE

670,000 MOVES

$1.6 BILLION TRANSPORTATION

1,200 CARRIERS

$1.7 BILLION



35% Claims Rate

$100 MILLION CLAIMS

15% of INDUSTRY BUSINESS

DOD IS INDUSTRY'S SINGLE LARGEST CUSTOMER

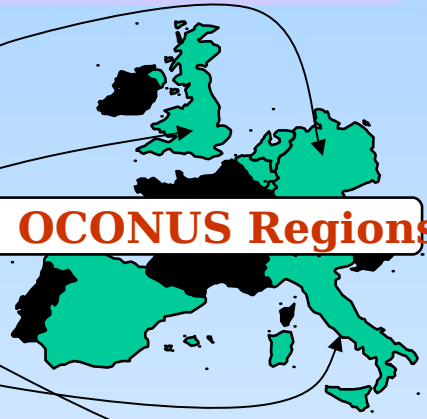
MTMC PILOT PROGRAM OVERVIEW

First Option Year Began 11 January 2000
37 Contractors

- Shipments From
- NC, SC, FL

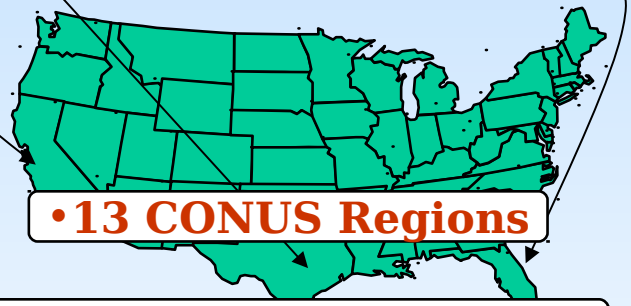
- 15 PPSOs

- Shipments To



- 5 OCONUS Regions

ENGLAND
BEL-NETH
GERMANY
ITALY
SPAIN



- 13 CONUS Regions

rojected 50% of Eligible Traffic

- Includes
  - -All Svcs & Coast Gu
  - -HHG & UB
- Excludes
  - Mobile Homes
  - NTS
  - Local Moves
  - DITY Only
  - One Time Only
  - Intra-State Moves
  - TDY
  - Civilians

Duration & Volume

- 1 Year period of performance with 2 1-year options
- 18,500 estimated shipments per year out of 650,000

Acquisition Vehicle

Negotiated Best Value, Firm Fixed Price, IDIQ FAR Contract, Part 12, Multiple Awards

PILOT BENEFITS

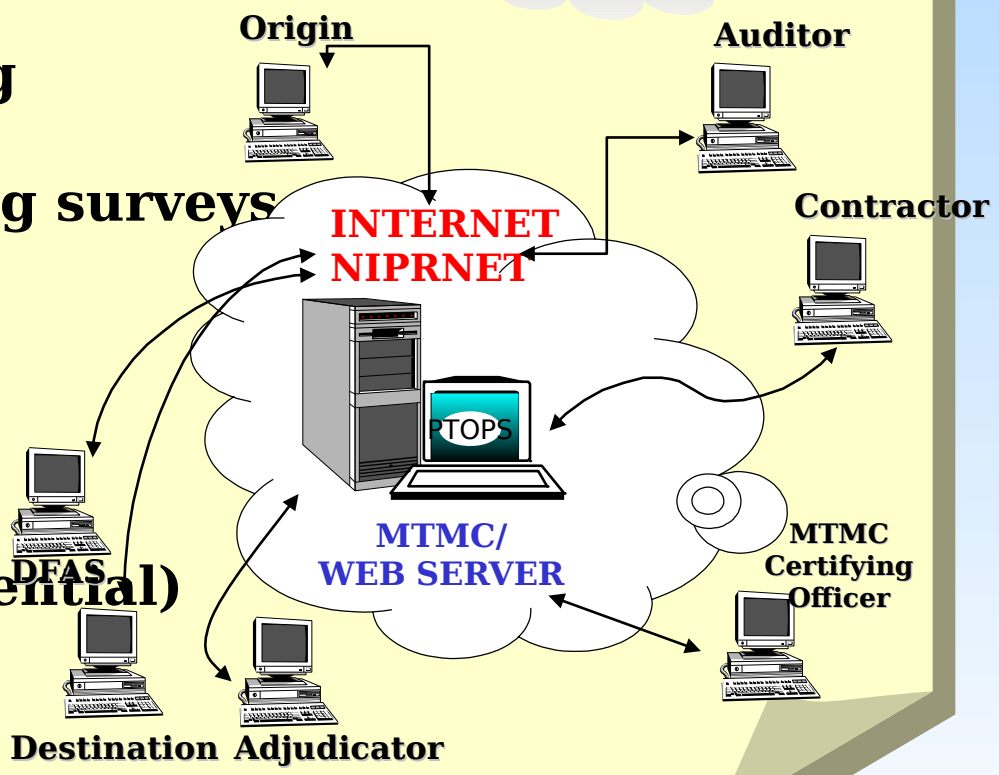
- ✓ **Best Value - Not Low Cost**
- ✓ Long Term Commitment
- ✓ **Better Liability Coverage**
- ✓ Toll Free Telephone Numbers
- ✓ Direct Contact With Customers
- ✓ **Customer Satisfaction**
- ✓ Reward Good Service

We want corporate customer status

PILOT AUTOMATED SYSTEM (PTOPS)

- **Integrates through the Web all Players**
  - **Shipping Office**
  - **Contractors providing transportation services**
  - **Contractor conducting surveys & audits**
  - **Adjudicator**
  - **Certifier**
  - **DFAS**
  - **Claims**
  - **Service Member (Potential)**

FIRST TIME EVER



Personal Property Pilot Program

PILOT DATA

• **Total PTOPS Shipments**		**10,237**
▯ **Domestic**	8,736	
▯ **International**		1,537
• **Total Delivered Shipments**	**8,424**	
▯ **Door-to-Door**		2,963
▯ **SIT to Residence**	5,461	
• **In SIT**		**728**
• **Enroute**	177	

As of 23 Mar 00

Personal Property Pilot Program

BILLING AND CUSTOMER/ CONTRACT AUDITOR

9,714 INVOICES AUDITED

2,520 INVOICES WITH REDUCTIONS OF $886,394

9,694 INVOICES CERTIFIED

4,823 SURVEYS CONDUCTED

MEMBERS SURVEY COMMENTS:

-- "LOVES THE PILOT PROGRAM. MOVE WENT GREAT!"

-- "HAD NO PROBLEMS. EXCELLENT SYSTEM."

-- "OUT OF ALL MILITARY MOVES, THIS ONE WAS THE EASIEST."

-- "LOVES PILOT PROGRAM; LIKES DEALING WITH MOVERS DIRECTLY; LIKES CLAIMS PROCESS."

As of 23 Mar 00

PILOT STATISTICS SINCE JAN 99

Projected/Baseline

18,500 Shipments
$740 Claims Rate
35% Claims Frequency
126 Days Claims Settlement*
75% Customer Satisfaction
58% Origin Services Satisfaction
56% Destination Services Satisfaction
98.2% Picked Up On Time
92.8% Delivered On Time
39% Sm Business Participation

*Note: Includes payment to member and recove

Actual (as of 23 Mar 00)

9,233 Shipments

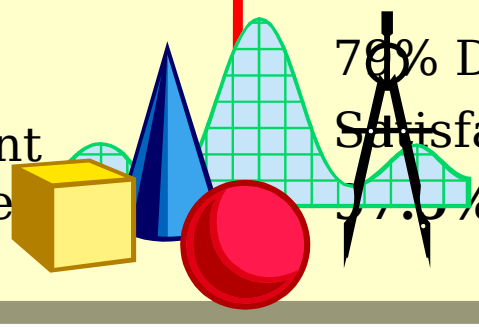
$719 Claims Rate

17.2% Claims Frequency

27.9 Days Claim Settlement
77% Customer Satisfaction
78% Origin Services Satisfaction

76% Destination Services Satisfaction
97.9% Picked Up On Time

96.8% Delivered On Time



A PILOT VIEW

- **Pilot is Working Well**

  -- Members, PPSOs & Contractors Pleased

- **WEB PTOPS Absolutely Necessary**

- **Billing and Customer/Contract Auditor is Integral to Cust**

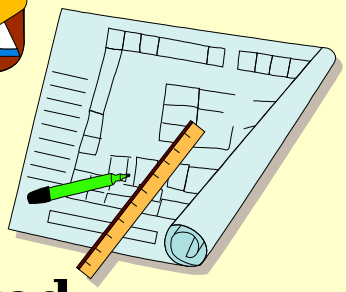
  Survey, Performance and Management Data, and Prepayn

  Audit of Invoices

- **RSMO (ACO/Certifier) Reduces Workload for PPSO's and**

  Provides Single POC for PPSOs

CONGRESSIONAL REPORT



- 27 Feb 99 -- First Report
- 31 Aug 99 -- Final Report to Congress
- 30 Sep 99 -- Evaluation Plan to GAO
- 21 Dec 99 -- GAO Report:

--- Preliminary Results Showed Improvement Over the Current System

--- MTMC Evaluation Plan Methodology Sound

- 28 Apr 00 -- Subsequent Report to Congress Due

TRANSCOM EVALUATION

- **TRANSCOM tasked by OSD to evaluate all pilots and provide recommendation for future DOD personal property program.**
  - **-- MTMC Reengineered Pilot**
  - **-- Full Service Moving Project**
  - **-- Servicemember Arranged Move**

ITMC PILOT INFORMATIO

CLICK HERE →

http://www.mtmc.army.